

THE CITIZENS' ADVOCATE OFFICE
"Promoting Fairness and Efficiency in Public Administration"
Lexington-Fayette Urban County Government
"The Horse Capital of the World"

2nd Quarter Summary Report

During the 2nd quarter of 2012, a total of 43 citizen contacts were received in the Citizens' Advocate Office. Citizen contacts consist of three types:

1. Requests for assistance
2. Requests for information
3. Complaints expressing a grievance against the Lexington-Fayette Urban County Government, its officers, agents or employees.

Table 1 on page 2 of this report summarizes the total number and type of citizen contacts for each council district. The majority of the contacts are citizens requesting information such as "How do I evict someone?" or "Where do I go to get a business license?" and complaints about government services.

Table 2 on page 2 breaks the citizen contacts down by council district and the department or departments involved. A large number of calls pertain to outside agencies or agencies that have a relationship with the Lexington-Fayette Urban County Government such as LexTran and the Lexington Housing Authority. As for departments within the urban county government, Public Safety leads the way with nine contacts while Social Services is a close second with six contacts. Please note that the total number of contacts for departments exceeds the total number of contacts received by the Citizens' Advocate Office. This is because some contact issues may concern more than one department.

In Chart 1 on page 3 you will find a running total of contacts for calendar year 2012 as compared to the total number of contacts for calendar year 2011. If the number of citizen contacts continue at this rate, by the end of the year it will be an increase of 54% over calendar year 2011.

The Guidelines for the Office of the Citizens' Advocate states that the quarterly report must include "A summary of all **citizen** contacts which were not fully satisfied within fifteen (15) working days of receipt including both those which have been satisfied and those which have not been satisfied by the date of the report." Chart 2 on page 3 summarizes the number of cases closed within fifteen working days of the citizens' contact, the number of cases that took more than fifteen working days to complete, and the number of cases carried over until the next quarter. In the 2nd quarter of 2012, all cases were completed within fifteen working days with one case that was received at the end of the quarter carried over to the next quarter.

Special note to the Mayor and Council: During this quarter there were three recurring issues:

1. Code Violations
2. Fireworks Complaints
3. Lexington-Fayette Urban County Government Conditional Access List Complaints

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Table 1

2nd Quarter Citizen Contact Types

DISTRICT	Assistance	Complaint	Informational	Grand Total
1	1	3	3	7
2	1	2		3
3	1	1	1	3
4	1		1	2
5		1	1	2
7	3	3		6
8		2		2
10		2		2
11			1	1
12	1		1	2
At-Large	1	2	10	13
Grand Total	9	16	18	43

Table 2

2nd Quarter—Number of Citizen Contacts Received Within a Council District

DISTRICT	Council Office	Environmental Quality and Public Works	Finance	General Services	Law	Outside Agency	Public Safety	Social Services	Grand Total
1	1	1		1		3	1	1	8
2						1	2	1	4
3							3		3
4						1		1	2
5			1	1					2
7		1				1	3	2	7
8		1				1			2
10					1		1		2
11						1			1
12						2			2
At-Large	1				1	9	1	1	13
Grand Total	2	3	1	2	2	19	11	6	46

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Chart 1

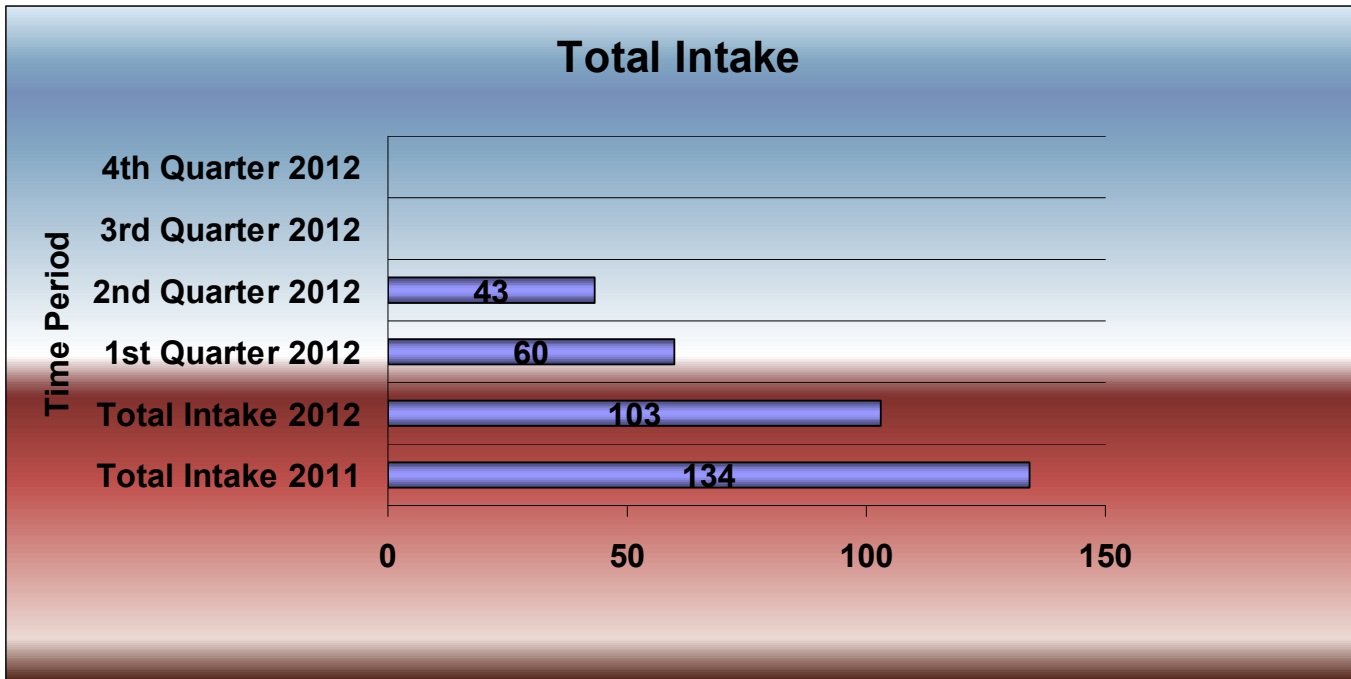
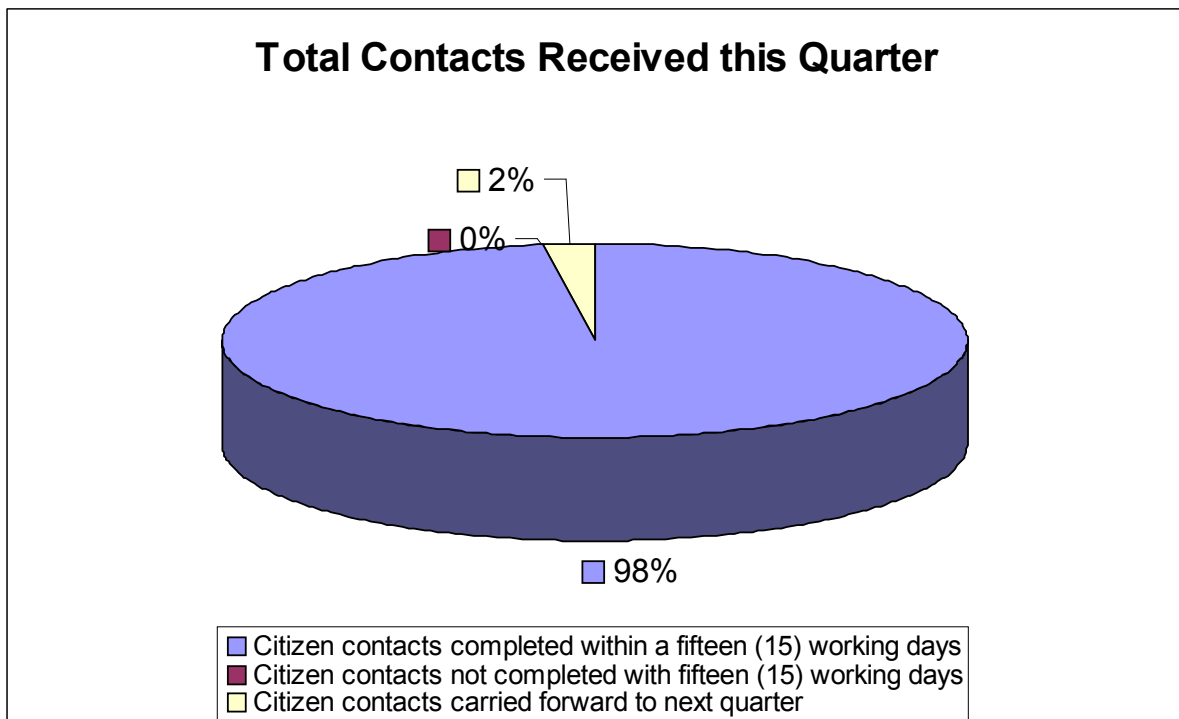


Chart 2



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TO CONTACT THE CITIZENS' ADVOCATE

Citizens' Advocate: Penny McFadden

Write: Office of the Citizens' Advocate, Lexington-Fayette Urban County Government,
200 East Main Street Room 441, Lexington, KY 40507

Telephone: (859) 258-3230

Fax: (859) 258-3232

In Person: For Appointment (859) 258-3230

Walk-ins: Available anytime during business hours

Web page: www.lexingtonky.gov

Email: citadv@lexingtonky.gov

Office Hours:

Monday, Wednesday, Thursday and Friday

(9:00 am to 1:00 pm);

Tuesday

(1:00 pm to 5:00 pm)